

**SUMMARY OF EVALUATION
FINDINGS ON MICHIGAN
LONG TERM CARE
CONNECTIONS**

Michigan Public Health Institute
June 2009

Consumers Served FY 2008

- ▣ 31,712 calls/contacts
- ▣ 23,680 unique consumers served
- ▣ 3,245 individual support plans developed through Options Counseling

Special Populations

- ▣ 196 consumers served with urgent, emergent needs
- ▣ 109 consumers served who were being discharged from a hospital setting

Level of Care Determination

- ▣ 11,292 Level of Care Determinations (LOCDS) completed in FY2008
- ▣ 10,829 (96%) LOCDS determined to be functionally eligible for Medicaid funded services
- ▣ 8,682 LOCDS (77%) conducted in a nursing facility

Consumer Satisfaction

- ▣ Surveys conducted with consumers who received Information and Assistance services and with Options Counseling consumers showed high levels of satisfaction with services received
- ▣ Over 90% of survey samples reported information received as being helpful, accurate, timely and used to make long term care decisions
- ▣ Over 90% of the samples also reported the staff as being knowledgeable, trustworthy, respectful and friendly
- ▣ 90% were satisfied and would recommend the service to others

Summary and Recommendations-Information Technology

- ▣ Integrated information system allowed the collection of comprehensive information about consumer information needs, referrals, support plans, insurance coverage, Medicaid eligibility and access to services; system also had the ability to track consumers over time
- ▣ Recommendation: Continue to track consumers accessing single point of entry services in an integrated information system

**Summary and Recommendations-
Information and Assistance**

- ▣ Usefulness of the I&A system demonstrated by a 31% incidence of repeat contacts to the LTCC - people recognized and reused the service as needed
- ▣ Recommendation: Continue to support and promote a single entry type system for long term care information

**Summary and
Recommendations: Options
Counseling**

- ▣ Options counseling provided to 8,021 consumers in FY2008
- ▣ Options counseling provided to consumers/ families with more complex care needs, or for consumers who had difficulty utilizing information from phone based encounters
- ▣ Recommendation: Continue to offer options counseling for those who need more intense assistance

**Summary and
Recommendations: Level of
Care Determinations**

- ▣ LOCDs by Options Counselors (OC) allowed assessments to be neutral and unbiased
- ▣ Existence of one system to train and monitor OCs who perform the LOCD increase reliability across the long-term care system
- ▣ Recommendation: Continue having options counselors or other neutral entities conduct LOCDs

**Summary and
Recommendations: Unmet
Needs**

- ▣ Vast majority of consumers who prefer to live in nursing facilities can access their preference with little difficulty
- ▣ Those preferring community based long term care services, however, met their needs only 13%-20% of the time; 77% of those unable to meet their preference for the Waiver or Home Help programs cited the lack of openings and being put on waiting lists as the main reason for their unmet needs
- ▣ Recommendation: Increase resources available to serve consumers in community based settings
